

NON-CIVIL SERVICE ANNOUNCEMENT

METROPOLITAN GOVERNMENT OF NASHVILLE
HUMAN RESOURCES RECRUITMENT CENTER
EQUAL OPPORTUNITY EMPLOYER
(615) 862-6640

APPLICANTS ARE ENCOURAGED TO APPLY BY: **March 20th, 2015**

Information Systems - Operations (Desktop Support Technician)

SR-10

Salary: \$43,986.40

Position Description: Provide quality support with a high degree of customer service, technical expertise and professionalism for the JIS Help Desk.

Education and Experience: The candidate will have at least a two-year technical degree or the equivalent related work experience. The candidate will have an aptitude for providing positive customer service and good communication, problem solving, and technical writing skills.

Licenses Required: Valid "Class D" Driver's License

Preferred Knowledge/Skills/Abilities:

- Experience supporting desktops connected to a corporate level network system preferred
- Experience in hardware support and troubleshooting desktops, laptops and printer problems
- Respond to Help Desk calls according to the current documented prioritization of calls
- Document complete and detailed resolutions to all Help Desk calls as well as any and all actions taken that assisted in the problem resolution
- Maintain a professional and customer oriented manner when communicating with end users on the telephone or in person
- Acquire and maintain current knowledge of standard supported office applications, new applications and support policies in order to provide technically accurate solutions to customers
- Deploy workstations, including laptops and desktops, which entails installing and occasionally creating new Windows System images, adding machines to the domain, assigning appropriate computer names and setting up users
- Participate in team or organizational training sessions and projects that enhance the quality and efficiency of help-desk service
- Assist in special project-related issues as needed
- Perform other duties as needed

TO APPLY

**Email resume and cover letter to:
JIS.Applicants@nashville.gov**

*In Compliance with Tennessee Law, all applications are subject to Public Disclosure
Background checks will be conducted for JIS positions*



Requests for ADA accommodation should be directed to:

ADA Coordinator Phone: (615) 862-6195, Fax: (615) 880-3138